

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: BUONANNO, et al. Confirmation No. 9529
Serial No. : 09/766,175 Examiner: Borissov, Igor N.
Filed: January 18, 2001 Art Unit: 3628
For: PROACTIVE CALL AND CONTACT CENTER SYSTEM
Date: April 25, 2007

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**AMENDMENT IN CONJUNCTION WITH
REQUEST FOR CONTINUED EXAMINATION**

Responsive to the Final Office Action dated January 26, 2007, please amend the application as follows.

- **Amendments to the Specification** begin on page 2 of this paper.
- **Amendments to the Drawings** begin on page 4 of this paper and include attached replacement sheets.
- **Amendments To The Claims** are reflected in the listing of claims which begins on page 5 of this paper.
- **Remarks/Arguments** begin on page 14 of this paper.
- An **Appendix** including Replacement Sheets of FIGs. 1-5 are attached following page 17 of this paper.